



Rep. William Delgado

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1 AMENDMENT TO SENATE BILL 334

2 AMENDMENT NO. \_\_\_\_\_. Amend Senate Bill 334 by replacing  
3 everything after the enacting clause with the following:

4 "Section 1. Short title. This Act may be cited as the  
5 Access to Governmental Services Act.

6 Section 5. Definitions.

7 "Executive branch State agency" means each Department of  
8 State government created under the Civil Administrative Code of  
9 Illinois.

10 "Having limited English proficiency" means indicated on  
11 the U.S. Census as speaking a language other than English and  
12 speaking English "not well" or "not at all".

13 "Important documents" means application or informational  
14 materials, notices, and complaint forms offered by executive  
15 branch State agencies, as defined by rule by the appropriate  
16 executive branch State agency. "Important documents" does not  
17 include applications and examinations related to the  
18 licensure, certification, or registration of businesses and  
19 professionals.

20 "Sufficient number of qualified bilingual persons in  
21 public contact positions" means the number of qualified  
22 bilingual persons required in order to provide the same level  
23 of service to non-English-speaking persons as is available to  
24 English-speaking persons seeking the same service.

1 Section 10. Language access required.

2 (a) Each executive branch State agency shall take  
3 reasonable steps to provide the following in each county where  
4 the number of residents in a single language group is more than  
5 5% of all residents of that county as measured by the U.S.  
6 Census:

7 (1) Having a sufficient number of qualified bilingual  
8 persons in public contact positions or as interpreters in  
9 at least one office in the county, determined by the agency  
10 to be in an area of need, to assist in providing services  
11 to individuals having limited English proficiency.

12 (2) Having available in at least one office in the  
13 county, determined by the agency to be in an area of need,  
14 personnel to interpret, upon request, important documents  
15 ordinarily provided to the public.

16 Nothing in this Act requires an executive branch State  
17 agency to establish an office in a county where it would not  
18 otherwise maintain an office.

19 (b) Each executive branch State agency shall adopt rules  
20 regarding the requirements of this Section not less than 6  
21 months after the date that this Act takes effect, or as soon  
22 thereafter as possible.

23 (c) The Illinois Human Rights Commission shall implement a  
24 process to address disputes arising under this Act, including,  
25 but not limited to, disputes concerning the interpretation of  
26 "important documents" and "sufficient number of qualified  
27 bilingual persons in public contact positions" and agency  
28 determinations of the offices where the services are provided,  
29 not less than 6 months after the date that this Act takes  
30 effect, or as soon thereafter as possible."